



Fact Sheet G – Comparison Fact Sheet – Diversity and Cultural Safety Systems for National Disability Insurance Scheme Providers

For the purposes of this fact sheet, diversity and culture are broadly defined to include: Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), religious/spiritual beliefs, political beliefs, gender, sexual orientation, physical, intellectual and psychosocial disability, age and socio-economic status.

Whilst the National Disability Insurance Agency (NDIA) /NDIS have not defined diversity and culture, they do have several Strategies that provide good advice for NDIS providers on how to address diversity and cultural safety including:

- Cultural and Linguistic Diversity Strategy (insert hyperlink to [Cultural and Linguistic Diversity Strategy \(2018\)](#)),
- Aboriginal and Torres Strait Islander Engagement Strategy, (insert hyperlink to the <https://www.ndis.gov.au/about-us/strategies/aboriginal-and-torres-strait-islander-strategy>)
- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, and Asexual (LGBTIQ+) Strategy (June 2020) (insert hyperlink to <https://www.ndis.gov.au/about-us/strategies/lgbtqiqa-strategy>)

In the NDIS Practice Standards (NDIS PS) and associated NDIS Rules and other documents, there are only two indicators against which providers are required to assess their performance and to demonstrate how they take into account diversity and cultural safety in providing supports and services to NDIS participants.

These are:

Core Module

Outcome 1.2 Individual values and beliefs- Each participant accesses supports that respect their culture, diversity, values and beliefs.

Indicator 1.2 1 - At the direction of the participant, the culture, diversity, values and beliefs of that participant are identified and sensitively responded to.

Indicator 1.2 2 - Each participant's right to practice their culture, values and beliefs while accessing supports is supported.

The [NDIS Code of Conduct - Guidance for NDIS Providers \(March 2019\)](#), does however, include the requirement for providers and workers to 'take into account the expressed values and beliefs of people with disability, including those relating to culture, faith, ethnicity, gender, gender identity, sexuality and age, as well as disability.'

By contrast to the NDIS PS, the NSMHS has a much greater focus on diversity and cultural safety. They are addressed in detail in *Standard 4 - Diversity Responsiveness*, *Standard 7 - Carers* and *Standard 10 – Delivery of Care*. Therefore providers accredited against the National Standards for Mental Health Services (NSMHS) should already have evidence in place, which can be used to meet the NDIS PS requirements.

There may need to be some modifications to NSMHS-specific evidence for it to meet the requirements of the NDIS PS, particularly if the focus of NDIS providers is participants with psychosocial disability.

For organisations operating in Western Australia (WA), a useful resource related to diversity and cultural safety in the context of mental health and psychosocial disability is the **Western Australian Government Statewide Engagement Framework and Toolkit**:

www.mhc.wa.gov.au/about-us/consumer-family-and-carer-participation/statewide-engagement-framework-and-toolkit/

Additional resources for engagement of Aboriginal and Torres Strait Islanders people can be found here:

<https://www.mhc.wa.gov.au/about-us/our-services/strong-spirit-strong-mind-aboriginal-programs/>

Beyond the NDIS quality and safeguards considerations, the NDIA/NDIS has made a clear commitment to being a leading organisation for access and inclusion and to becoming an employer of choice for people with disability, including people with psychosocial disability. The purpose of its Disability Strategy & Action Plan is to:

- provide equitable access to the workplace for employees with disability
- improve the workplace environment for employees with disability
- ensure employees with disability are able to fully participate and reach their potential
- improve access to knowledge about disability
- develop a disability capable workplace.

NDIS providers are encouraged to consider their recruitment/employment approaches with a view to putting in place strategies with similar purpose to those of the NDIA/NDIS.

For more information on the NDIA Disability Strategy & Action Plan go to:

<https://www.ndis.gov.au/about-us/careers-ndia/candidates-disability#disability-strategy-and-action-plan-2018-20>